

**INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION**

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)				
1. Post Belmopan, Belize	2. Agency Department of State	3a. Position Number 310905		
3b. Subject to identical positions? Agencies may show the number of such positions authorized and/or established after the "yes" block. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No				
4. Reason For Submission <input type="checkbox"/> a. Redescription of duties: This position replaces (Position Number) _____, (Title) _____ (Series) _____ (Grade) _____ <input type="checkbox"/> b. New Position <input type="checkbox"/> c. Other (explain) _____				
5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority Post HR	Computer Management Assistant (LAN) FSN 1805-09	09		
b. Other				
c. Proposed by Initiating Office				
6. Post Title Position (if different from official title) N/A		7. Name of Employee Vacant		
8. Office/Section Information Program Unit		a. First Subdivision		
b. Second Subdivision		c. Third Subdivision		
9. This is a complete and accurate description of the duties and responsibilities of my position. Vacant _____ Typed Name and Signature of Employee Date(mm-dd-yy)		10. This is a complete and accurate description of the duties and responsibilities of this position. Allen D. Gandy _____ Typed Name and Signature of Supervisor Date(mm-dd-yy)		
11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position. Allen D. Gandy _____ Typed Name and Signature of Section Chief or Agency Head Date(mm-dd-yy)		12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. Sharon K. Featherstone _____ Typed Name and Signature of Management or Human Resources Officer Date(mm-dd-yy)		
13. Basic Function Of Position The incumbent is responsible for the day-to day administration of Post Unclassified Local Area Network (LAN), providing technical and customer support for the system including systems analysis and performance, operations, installations, software upgrades, modifications and maintenance of LAN components, advising management, applications programming and user support and training.				
14. Major Duties And Responsibilities _____ % OF TIME (See attached sheet)				

15. Qualifications Required For Effective Performance

a. Education

Completion of a Bachelor's degree in the field of Computer Science, Information Systems Management, Management Information System or an equivalent concentration is required.

b. Prior Work Experience

Five years of progressively responsible experience in managing a Local Area Network (LAN) is required. This experience should include systems support and network analysis, LAN/WAN operations, and management and utilization of computer systems in a Windows 2K/2K3 environment.

c. Post Entry Training

CA systems for IMS, Coast and other on-line training.

d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read). Level IV (Fluent) Speaking/Reading/Writing English is required.

e. Job Knowledge

Sound knowledge of systems analysis and design techniques, computer equipment and software capabilities and limitations of computer equipment and software installed at post. Working knowledge of applicable networking systems and methods, telecommunication, operating system software, standard office application software, diagnosis techniques, intermediate to advanced fact-finding techniques. Working knowledge of Microsoft products and applications.

f. Skills and Abilities

Efficient and effective management of post's LAN/WAN systems so to provide post with the necessary tools to accomplish Mission goals and objectives. Must be able to prioritize competing demands from system's users. Individual must have initiative and have the ability to plan and execute work activities with little direct supervision. A Microsoft Certified Systems Engineer (MCSE) certificate in Windows 2003 is required. COMP TIA A+ and Network + certifications are required. Must be able to take advantage of in-line technical support resources.

16. Position Element

a. Supervision Received

Receives direct supervision and technical guidance from the Information Management Officer

b. Supervision Exercised

Incumbent has no supervisory responsibility.

c. Available Guidelines

State Department FAMs, FAHs and Reference Telegrams are available for procedural and policy guidance, as well as hardware and software vendor/manufacturer manuals.

d. Exercise of Judgment

Must exercise good judgment in determining action to be taken in order to prevent worsening of a situation when repairing failed equipment and system, working with system tables, user data files, and installing new equipment and resources. Exercises proper judgment with software and operational configuration changes to ensure system integrity and operability.

e. Authority To Make Commitments

None

f. Nature, Level, and Purpose of Contacts

Must maintain a good working relationship with end users, other offices, and other IRM staff members. On occasion, is required to interface with vendor and service companies providing services and/or products to the ISC.

g. Time Expected to Reach Full Performance Level

One Year.

14. Major Duties And Responsibilities (Continue)

SYSTEMS MANAGEMENT – 50%

Analysis and Performance:

Incumbent is responsible for analyzing and evaluating operating systems and application software and utilities with respect to hardware currently in use for potential growth and upgrades. This involves evaluating programs and LAN capabilities with a goal of maximizing system usage. The incumbent requires a thorough knowledge of development in user applications and excellent communication skills with users and Washington based applications development staff.

Incumbent is responsible for insuring smooth and constant systems performance and usage. This includes evaluating work procedures/processes, developing goals and designing specific macros and templates for the network to function efficiently and develop a user-friendly environment. The incumbent will monitor software and hardware usage patterns and modifies the network configuration accordingly.

Operations, Installation, Modification and Maintenance:

Incumbent is responsible for the day-to-day operations necessary to keep the network running. Manages, troubleshoots, and solves problems related to the LAN, which includes 10 servers, cabling, 100 workstations, and dozens of peripherals and associated applications valued at approximately \$1,000,000. Additionally, the incumbent supports Mission Unclassified Computers by installing their software, maintaining documentation, and performing trouble-shooting. This includes Dos application (PASS, ICASS, Direct Connect, WINACS, Travel Manager, Time and Attendance, etc.) and Consular Affairs operations, which is a highly automated process. When the systems do not operate, Consular Affairs cannot perform its mission, so avoidance of system downtime is critical. All system upgrades and maintenance must be scheduled with the understanding of the impact on operations; consequently they are scheduled during lunch hour or during normal working hours and on weekends. Hourly loss of service during working hours is costly. However, embarrassment to the USG and interruption of services to American citizens and foreign nationals is far more damaging. Additionally, CA systems are fundamental to the protection of US borders by detecting undesirable visa applicants.

The LAN manager resolves memory, protocol, resource and operating systems problems and to fault-isolate to the PC, servers, files, cabling, etc. Resolution of a problem may require hardware and software replacement and reload, cabling repairs or replacement and close coordination with the IRM, NCC and CA Help Desks in Washington, FRC in Ft. Lauderdale, and FSC in Charleston, especially for problems resulting from frequent software and hardware upgrades.

Ensures U.S. Government policy and procedures pertinent to networks are followed (e.g., the routine creation of Emergency Repair Disks (ERD) to ensure disaster recover capabilities.); provides guidance and training for the implementation of new systems and security to ensure a protected LAN.

Manages server resources using utilities (such as disk manager, de-frag, diskdoctor) to optimize the drive performance. When necessary the incumbent interacts with the various Helpdesk officials and Washington based developers to resolve problems in software applications, for fault isolation and resolution and, when required, request TDY assistance.

The incumbent develops and manages system backup strategies and schedules to protect LAN data integrity. The incumbent manages the performance of full/incremental backups as required and maintains a graduated system of recovery procedures. This includes daily/weekly/monthly backups that must be conducted in a non-disruptive manner. The incumbent coordinates with the American IMO for adequate off-site storage for catastrophic recovery procedures.

The incumbent manages the technical support materials library for all reference material. This includes the development of Standard Operating Procedures (SOPs), software, training materials, reference books and manuals. Creates and maintains the networking diagram and network support documents for the LAN; support systems applications to meet specific DOS requirements.

The incumbent manages the configuration and activating of telecommunications sessions with Washington for visa and passport name checks, file transfers, e-mail and diagnostics and troubleshooting. This requires knowledge of modems, routers and switches and associated software. In support of this, the incumbent must have basic WAN troubleshooting experience.

The incumbent manages the systems to meet the DOS computer security standards set by Diplomatic Security (DS), including password protection and physical security. At the server level, the incumbent ensures DS standards are met by

creating user access levels and directory access/shared permissions and ensuring user names and password standards comply with the latest DS regulations. Incumbent must ensure that each user of the automated systems complete the OpenNet Plus training before access is granted to system. The incumbent plans and manages a backup strategy to assure availability and quick recovery of data in the event of systems problems or data loss. Incumbent is also responsible for advising customers that classified processing is not permitted on the system and that Sensitive But Unclassified (SBU) data must be protected as deemed appropriate by DS regulations.

PLANNING AND COORDINATING UPGRADES: 25%

As the most knowledgeable person regarding the Unclassified LAN, the incumbent is responsible for advising the IMO on current and future automation requirements reflecting post program needs and goals as well as potential growth, physical moves and changes in staffing. Additionally, the incumbent pays careful attention to potential requirements regarding the integration of LAN users and assists in identifying costs and resources required.

The incumbent must keep current with industry, DOS, IRM and guidelines and changes through literature, review and training as well as keeping abreast of changing DS security policies and hardware and software standards and pricing.

Manages long term planning by developing one and three year IT/CA plans for review by the American IMO and the CA Operations Manager. Manages software upgrades by checking the ENM and CA Intranet web sites for new announcements as part of the process of assimilating changes in standards, products and procedures.

The incumbent manages the inventory of all Unclassified LAN related items, including hardware and software, training materials, manuals/books, supplies and spare parts. The incumbent assists the IMO in maintaining a database with all hardware and software serial numbers and approximate values. All applicable items are placed on the NEPA inventory in coordination with GSO. New equipment must be tested and installed and the inventory updated both within the office and with GSO. The incumbent also manages the tracking of software licenses and versions resident on all PCs.

INSTALLATION OF HARDWARE AND SOFTWARE: 10%

In close coordination with the Procurement Office and with approval of the IMO, assists with the procurement and installation of all Unclassified LAN hardware and software products. Procurement requires knowledge of current versions compatibility, current inventory, DOS IRM, CA and DS standards and guidelines for both current and future needs. All software and hardware must comply with IRM and CA regulations meeting the W2K/Win2K3/Exchange standard. Upon receipt of equipment the incumbent must check orders for completeness and coordinate receipt with GSO for entry into the NEPA system. The incumbent must arrange for replacement of damaged or back-ordered items and continue to follow-up until resolved. This includes the responsibility for making minor cable repairs. Installation of the servers and concentrators requires the configuring of hard drives formatted to NTFS, UPS, IP addresses (and resolving conflicts) DHCP/DNS servers and option cards.

The incumbent is responsible for all software installation and maintenance on the Unclassified LAN for both workstations and servers. This includes configuring group rights and access, security on the files and shares. The incumbent must be familiar with the network versions of all software packages as well as the MS Service Packs updates directed by IRM and CA, in coordination with the chain of command. The incumbent ensures there is an adequate Change Management program in process for all the hardware and software upgrades.

PROCUREMENT AND RESOURCE MANAGEMENT: 10%

Manages and analyzes Unclassified LAN activity to determine whether or not adequate disk space is available on the file server and whether memory must be increased on the file server and workstation PCs. The incumbent analyzes the use of networked applications to determine whether or not more software licenses and node versions must be procured to support additional users. The incumbent analyzes the use of disk space on the file servers to ensure shared files are properly allocated across the network. The incumbent monitors the use of shared printer peripherals for the best physical location and decides if additional devices are required. The incumbent manages all print servers queues, printer upgrades and fonts.

OTHER: 5%

Incumbent is also responsible for informing the department if necessary of receipt and installation of newly procured equipment, and of installation dates for inventory update; also responsible for the proper return of damaged parts and equipment, complying with appropriate departmental regulations.

Incumbent is responsible for maintaining computer sites and connectivity to the private sector through the internet.

Monitors the use of network applications to determine the need to purchase additional software copies to support increased use by the user community, and ensures compliance with software registry and usage restrictions. Incumbent is responsible for the documentation of procedures specific to the system to ensure smooth work flow in the incumbent's absence; maintains a log of contacts (names and telephone numbers) with specialists/technicians from FRC; CA and IRM Helpdesk.

Incumbent is the point of contact with the department for the resolving of day-to-day circuitry problems and also with maintenance contractors for preventative and corrective maintenance of all system hardware and software or system expansion.

Incumbent is required to perform any other duties which may be assigned.